



PERFORMANCE AND QUALITY IMPROVEMENT

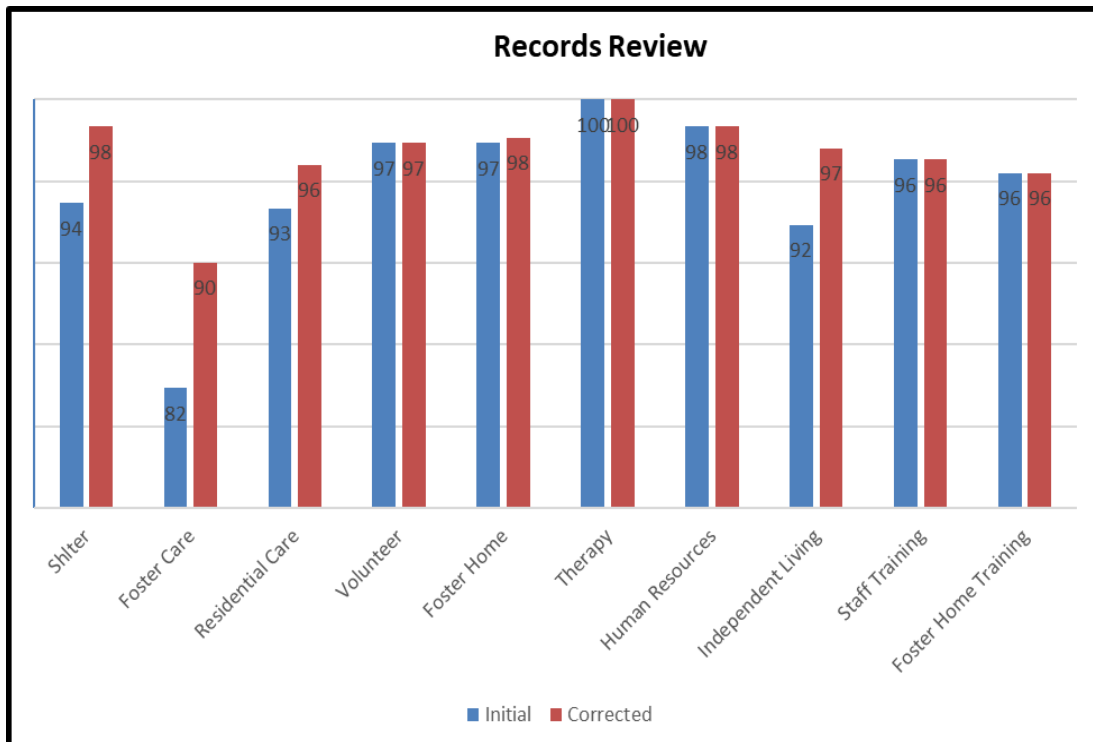
2019 ANNUAL REPORT

Records Review

Records Review evaluates presence, clarity, quality and continuity of required documents using a uniform tool (individual checklists) to ensure consistency. Percentages are tracked both before and after corrections are made by staff to provide a better representation of accuracy.

In 2019 100% of records were reviewed in all departments. The focus for improvements in 2020 are:

- Uniform method of tracking missing items and completing follow up
- Responsibility and consistency of updating items in Evolv-CS
- 100% compliance for Medical, Dental, and Vision exams and screenings
- Continued improvement and coordination for Foster Parent/Home Training compliance
- Updated Media Releases for staff that do not expire
- Review and updates for Records Review Checklists
- Committee process improvements to include unannounced file selection for audits and scheduling meetings for records review committee



Peer Case Review

Peer Care Review analyzes and evaluates clarity, contents and continuity of records to determine if children's needs and strengths are being assessed appropriately. Workflow and aggregate reports from Evolv-CS are also retrieved for review of timeliness of intakes, service plans and family involvement. Caseload sizes are also evaluated and reviewed to ensure manageable by case management.

In 2019 100% of all case manager's caseloads were manageable within COA, TDFPS, and Family Tapestry requirements. The focus for improvements in 2020 are:

- Review qualifications for committee members to assess the ability for additional reviewers to handle capacity efficiently
- Modify workflow report distributed to Peer Case reviewers to better evaluate information

Safety

The Safety Review Committee conducts a quarterly review of all issues regarding employee and client safety by focusing on facilities and risk management. Reports reviewed within this committee include Health and Fire Inspections, Licensing Audits, Incident/Accident Review, Environmental, Health and Safety Audit, Medication Storage and Record Keeping Review, Disaster and Evacuation Plan, Facility Maintenance and Training Materials.

Training

Administrators attended the Texas Alliance Conference, the National Alliance Conference, and the CORE conference in 2019. SAMA trainers attended recertification in 2019 and we newly certified an additional staff member as well. We added 2 staff members as certified CPR/First Aid instructors. We had our Foster Home Developer trained as a Car Seat Safety trainer for Foster Parents and Staff. Boysville joined the Family Tapestry Training Committee and assisted

in TBRI instruction for other providers within Bexar county. We Sexual Abuse and Human Trafficking training components due to licensing and contract requirements.

All Staff are required to attend weeklong training in March and September every year. Training Topics covered in 2019 include:

- Child Abuse
- Car Seat Safety
- LGBTQ Youth in Care
- Culturally Affirmative Care
- Workplace Harassment
- Client Rights
- Active Shooter
- HIPAA and Confidentiality
- Drugs in the Workplace
- Human Trafficking
- Water Safety
- Policies and Procedures
- Supervision
- Effects of Drugs on the Brain
- Evacuation and Disaster Preparedness
- Ethics
- Adverse Childhood Effects
- TBRI
- Common Sense Parenting
- Media
- Mindfulness
- Compassion Fatigue
- PAL Services
- Transportation
- General Safety

Campus Safety

Our campus security has never been more in focus than it was in 2019. We installed cameras in our Emergency Shelter that can be monitored by Boysville administrators to ensure adequate safety and supervision of our children. We are well underway in our security-fencing project and doors keep our staff and children secure and safe. We completed a hard lockdown drill and evacuation from campus drill in 2019. We continue to make real time updates to our emergency phone tree. Additionally, Boysville changed our OSHA reporting to maintain compliance with new mandates in February 2019. We also completed the following safety inspections:

- Annual fire alarm panel inspection
- Fire extinguishers annual inspection
- Annual fire safety inspection
- Annual fire suppression system inspection
- Semi-annual fire hood inspection

Moving into 2020, our Safety Committee is focusing on the completion of the security fence and meeting training compliance for Family Tapestry as new components are added.

Risk Assessment – Administrative Review

The Risk Assessment – Administrative Review Committee meets quarterly to assess areas that pertain to administration of Boysville. The purpose of this committee is to allow for the evaluation of and the protection against those risks that would result in the loss of physical, human and financial resources. The Committee reviews reports including Employee Satisfaction Survey, Staff Grievances, Stakeholder Survey, Demographic Profile, Staff Exit Survey, Staff Retention, Financial Review, Insurance and Liability Review, Human Resources Annual Audit Review and External Evaluations.

With the transition to the Community-Based Care contract with Family Tapestry in February 2019, we encountered difficulties in receiving and reconciling payments for the children in care. Through the committee we worked together to develop a process for verification and communication to ensure correct payment on our end. We also used this committee as a forum to discuss the decrease in placement for the Emergency Shelter and Residential Care programs.

Achievements:

- Staff cell phone roster for text notifications
- New office phone system installed and implemented
- Youth for Tomorrow Audit, TDFPS Contract Audit, and Family Tapestry Contract Audit
- Open Enrollment and United Way Staff Campaign transitioned to online system and process
- Leadership Training completed during Annual leadership Retreat as a result of employee surveys and exit interviews

Currently the focus for the committee in 2020 includes transitioning to tablet style laptops to allow for electronic signatures and administering the compressed workweek option for Administrative Staff

Risk Assessment – Practice Review

The Risk Assessment – Practice Review is conducted to assess areas of practice that affect our clients and determine areas of improvement. The Risk Assessment/Practice Review Committee utilizes representatives from performance quality improvement, therapeutic services, parenting program, support, direct care and program staff. The committee members will review Program Outputs, Incident

Reports, Manual Restraints, Behavior Management Practices, Medication Reports, Treatment Modalities, Child Grievances, Client Satisfaction, and Client Outcomes.

There were a total of **267** residents served within the Emergency Shelter, Foster Care, Residential Care, and Independent Living Programs (All Programs).

Ethnicity:

- Asian or Pacific Islander - 0 or 0%
- Black (Non-Hispanic) – 34 or 13%
- Hispanic - 142 or 53%
- White (Non-Hispanic) - 76 or 28%
- Multi-Racial - 15 or 6%

Gender:

- Males – 150 or 56%
- Females – 117 or 44%

Ages:

- 0-5 – 81 or 30%
- 6-12 – 91 or 34%
- 13-18 – 66 or 25%
- 19 and older – 29 or 11%

Average Length of Stay: 337 Days

195 Discharges:

- Adopted – 4 or 2%
- Discharged to Residential – 2 or 1%
- Reunited with Family – 76 or 38%
- Discharged to Emergency Shelter – 4 or 2%
- Discharged to External Foster Home – 41 or 21%
- Discharged to Foster/Adopt Home – 5 or 3%
- Discharged to Independent Living – 2 or 1%
- Discharged to Less Restrictive Setting – 1 or 1%
- Discharged to More Restrictive Setting – 7 or 4%
- Met Independent Living Goals – 11 or 5%

- Kinship Placement – 36 or 18%
- Prepared to Self Sufficiency – 3 or 2%
- Refused Services – 3 or 2%

There were no manual restraints utilized in 2019.

Behavior Management techniques and Treatment Modalities were evaluated in 2019 and found no need for modifications.

All clients and guardians are provided an anonymous survey at discharge. This survey allows clients and guardians to rate their satisfaction of services they received and provide feedback. Results are analyzed and reviewed by the Risk Assessment – Practice Review Committee for needed improvement. In our Youth Survey, 100% of residents within all programs are provided individual (in person) surveys to ascertain satisfaction with care, service and treatment. This data is compiled and submitted to the Risk Assessment – Practice Review Committee for review.

Survey Trends for 2019:

- Residents feel their culture is respected and feel safe
- Residents feel they have support and someone they can talk to
- Residents believe they have many fun activities and events available to them
- Food continues to be something the residents would like to change